



# U.S. COAST GUARD



## Homeland Security

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## UNIT COMMANDER SURVEY OF HUMAN RESOURCES

One of the primary customers of the Human Resources Directorate (CG-1) is the leaders of Coast Guard units . . . the individuals who are responsible for the conduct of the Coast Guard's missions or for supporting those missions. It is essential that CG-1 get feedback from this important primary customer component so that we can continue to improve our services.

In late 2004, my staff deployed the first annual *Unit Commander (CO/OINC) Survey*, asking for perceptions about CG-1 service levels for key active duty, civilian, and reserve human resources processes. The results provided us insight into our effectiveness as a human resources system from the point of view of the unit CO/OINC or XO/XPO. This week, we sent out the second annual survey. This is a web-based survey that should take only 10-15 minutes to complete. Because of the evolving nature of Sectors, Sector Department heads will also be asked to complete the survey. I ask for your support in reinforcing the importance of this feedback to us and in helping get as high a response rate as possible from your COs and OINCs.

Based on the responses from the last survey, CG-1 made many changes, both large and small, aimed at improving service to our customers. For example:

1) An 11-page *Pocket Guide to the Physical Disability Evaluation System* was created in response to feedback regarding the complexity of the disability/medical board process. Copies of the guide were sent to units and clinics throughout the Coast Guard and are available online. Further, an electronic database (PDES ON LINE) providing the most up-to-date status of active disability cases was made available for members and their commands. Both the PDES system and Pocket Guide can be accessed at: <http://www.uscg.mil/hq/cgpc/adm/adm1.htm>

2) CG-1 responded in two ways to concerns in the area of *Medical and Dental Availability/Readiness status* for selected reservists. First, we partnered with the Readiness Management System (RMS) staff to modify their reporting features to provide Coast Guard clinics with individual selected reservists' medical readiness data. This improved the clinics' ability to identify gaps and to deliver the required services to members. Second, ALCOAST 190/05 authorized the use of civilian dentists under MLC direction when members could not be screened by Coast Guard or DOD dental staffs.

3) CG-1 improved the coordination processes with PAL managers in response to concerns that a unit's personnel requirements are not accurately reflected in the Personnel Allowance List (PAL). This provides for more accurate and timely PAL changes, and greater stability in the assignment process. The greatest improvement came from instituting a semi-annual CG-wide PAL review and change process, increasing the probability that desired changes

will be approved by providing a larger pool to balance the costs and other effects of the “puts and takes.”

Should you have any questions regarding this survey or want additional information on the 2005 results, please contact Ms. Diane Devendorf at [ddevendorf@uscg.mil](mailto:ddevendorf@uscg.mil). You can see the survey at <http://www.uscg.mil/hq/g-w/w-2/co2005.htm> If you have any additional feedback about the questions, what's missing, what is or isn't important to you, please send an e-mail to Steve Wehrenberg at [swehrenberg@uscg.mil](mailto:swehrenberg@uscg.mil). That will help us keep the survey relevant for next year.

Thanks for your support.

Regards,

*RADM Kenneth T. Venuto*  
Ken Venuto

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